



DEPARTMENT OF THE NAVY
NAVAL SEA SYSTEMS COMMAND
1333 ISAAC HULL AVENUE, S.E., M/S 2011
WASHINGTON NAVY YARD, DC 20376-2011

IN REPLY REFER TO

4200
0212
Ser 02/038
08 APR 02

MEMORANDUM FOR DISTRIBUTION

Subj: NAVSEA CONTRACTS DIRECTORATE CUSTOMER SURVEY

Encl: (1) Customer Survey Form

1. We would like to hear how well we are performing our contracting services and meeting your needs during the last twelve months.
2. The attached customer survey, enclosure (1), is a one-page questionnaire that is divided into three parts; timeliness, quality and service/partnership. It is simple to use and should only take you a few minutes to complete. We ask that this survey be completed and returned no later than 01 May 02. You may either submit your completed survey back to us electronically or deliver a hardcopy completed survey to our designated drop-off box located directly outside cubicle 197/5W-1111. Our point of contact for this effort is Ms. Joni Hagen. Please contact her at 202-781-2878 or HagenJE@NAVSEA.NAVY.MIL if you have any questions regarding our survey.
3. Please consider this an opportunity to provide feedback for our continual process improvement. Feedback is the keystone to any successful organization and how well this organization is viewed by others is very important to all on the Contract Team. Thank you for supporting this effort.

A handwritten signature in black ink, reading "Kevin L. White".

Kevin L. White
Captain, Supply Corps
United States Navy
Deputy Commander for
Contracts